



QUALITY POLICY

Next Level Refractories, S.L., is an organization dedicated to:

"Execution, repair and maintenance of refractory installations, furnaces and industrial stoves".

The management is committed to complying with this Quality Policy, acquiring a commitment to the needs and expectations of our customers, as well as to the continuous improvement of the Management System.

This commitment is based on the following guidelines:

- Establish and develop a Quality System, according to the UNE-EN ISO 9001:2015 standard, complying with the applicable legal regulations.
- Plan objectives, goals and programs by providing the necessary resources, monitoring them, through indicators, in such a way as to ensure continuous improvement.
- Comply with all the requirements established by our clients, both those of a legal nature in terms of quality that affect us, as well as others that the organization may subscribe.
- Serve customers and interested parties, understanding their needs and expectations, providing improvements for their total satisfaction.
- Achieve high competitiveness in our market based on the trust and loyalty of our customers.
- Control suppliers and / or subcontractors, through an evaluation of them.
- Continuously train employees, improving their skills.
- Comply with the protection of the health and integrity of workers, assessing the risks to which they are exposed.
- Achieve the optimal economic return corresponding to the capital employed.

The Management of **Next Level Refractories, S.L.** undertakes to review the Quality Policy, ensuring that all commitments are consistent with the objectives of the company, as well as with the expectations and needs of our customers.

Management, 25 of february 2022